

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

ORIGINAL

Dancris Telecom, L.L.C.

§

Application for a Certificate of
Interexchange Authority
to Operate as a Interexchange Resale
Carrier of Telecommunications
Services in the Entire State of Illinois

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Docket No.

02-0733

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APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER

GENERAL

1. Applicants Name (including d/b/a, if any)

Dancris Telecom, L.L.C.
6900 East Camelback Road, Suite 1003
Scottsdale, Arizona 82251
Phone: 480-874-2700
Fax: 480-875-2765
Toll-Free: 888-326-2747
FEIN # 86-0797070

2. Authority Requested: (Mark all that apply)

- ☐ 13-403 Facilities-Based Interexchange
☒ 13-404 Resale of Local and/or Interexchange
☐ 13-405 Facilities-Based Local

3. Request for waivers/variances:

In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

- ☒ Part 710 Uniform System of Accounts for Telecommunications Carriers
☐ Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone directories for Local Exchange Telecommunications Carriers in the State of Illinois
☒ Section 735.180 Directories
☒ Other 83 Ill Adm. Code Part 250 (keeping administrative books in Illinois)

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4. **For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:**

- (a) **the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document**
- (b) **the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;**
- (c) **the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and**
- (d) **if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.**

Not applicable for Dancris.

5. **In what area of the state does the Applicant propose to provide service?**

Dancris proposes to offer its services statewide throughout Illinois

6. **Please attach a sheet designating contact persons to work with Staff on the following:**
Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

(a) **issues related to processing this application**

Shari Dawson, Consultant to Dancris Telecom, L.L.C.
Technologies Management, Inc.
210 N. Park Avenue
Winter Park, FL 32789
Phone: 407-740-8575
Fax: 407-740-0613
E-Mail: sdawson@tminc.com

(b) **consumer issues**

Jack Kelley, Vice President
Dancris Telecom, L.L.C.
6900 East Camelback Road, Suite 1003
Scottsdale, Arizona 82251
Phone: 480-874-2700
Fax: 480-875-2765
Toll-Free: 888-297-2490
E-Mail: jkelley@dancris.com

(c) **customer complaint resolution**

Jack Kelley, Vice President
Dancris Telecom, L.L.C.
6900 East Camelback Road, Suite 1003
Scottsdale, Arizona 82251
Phone: 480-874-2700
Fax: 480-875-2765
Toll-Free: 888-297-2490
E-Mail: jkelley@dancris.com

6. **Please attach a sheet designating contact persons to work with Staff on the following:
(Cont'd.)**

- (d) **technical and service quality issues**
Jack Kelley, Vice President
Dancris Telecom, L.L.C.
6900 East Camelback Road, Suite 1003
Scottsdale, Arizona 82251
Phone: 480-874-2700
Fax: 480-875-2765
Toll-Free: 888-326-2747
E-Mail: jkelley@dancris.com
- (e) **"tariff" and pricing issues**
Jack Kelley, Vice President
Dancris Telecom, L.L.C.
6900 East Camelback Road, Suite 1003
Scottsdale, Arizona 82251
Phone: 480-874-2700
Fax: 480-875-2765
Toll-Free: 888-326-2747
E-Mail: jkelley@dancris.com
- (f) **9-1-1 issues**
Jack Kelley, Vice President
Dancris Telecom, L.L.C.
6900 East Camelback Road, Suite 1003
Scottsdale, Arizona 82251
Phone: 480-874-2700
Fax: 480-875-2765
Toll-Free: 888-326-2747
E-Mail: jkelley@dancris.com
- (g) **security/law enforcement**
Jack Kelley, Vice President
Dancris Telecom, L.L.C.
6900 East Camelback Road, Suite 1003
Scottsdale, Arizona 82251
Phone: 480-874-2700
Fax: 480-875-2765
Toll-Free: 888-326-2747
E-Mail: jkelley@dancris.com

7. Please check type of organization?

- ☐ Individual
☐ Partnership
☒ Other - LLC

☐ Corporation

Date Corporation was formed:
In What State?

07-21-95
Arizona

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.

The Articles of Organization and a copy of Dancris's Secretary of State certificate are attached as Exhibit I.

9. List jurisdictions in which Applicant is offering service(s).

Dancris will be offering its services to the entire State of Illinois.

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

- ☐ Yes (please provide details)
☒ No

11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?

- ☐ Yes (please provide details)
☒ No

12. Has Applicant provided service under any other name?

- ☐ Yes (please provide list)
☒ No

13. Will the Applicant keep its books and records in Illinois?

- ☐ Yes
☒ No (if No, permission pursuant to 83 Ill Adm. Code Part 250 needs to be requested.

Please see question No. 3.

MANAGERIAL

14. **Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.**

Please see Exhibit II for the Company's resumes of key personnel.

15. **List officers of Applicant.**

The following individuals are officers and directors of Dancris Telecom, L.L.C. and can be reached at the company's corporate headquarters at 6900 East Camelback Road, Suite 1003, Scottsdale, Arizona 82251:

Officers:

Mickey Rao

CEO

16. **Does any officer of Applicant have an ownership or other interest in any other entity that has provided or is currently providing telecommunications services?**

☐ Yes (is Yes, list entity.)

☒ No

17. **How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)**

Dancris will be billing its customers monthly via its own in-house billing system.

Dancris' toll free telephone number for customer inquiries and complaints is 888-326-2747 and will be on the customer's bill. Please see Exhibit III for sample bill.

18. **How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)**

Customers may reach the company at the toll-free customer service number, (888) 326-2747, which will be provided on each invoice for service. In addition, customers may contact the company in writing at Dancris Telecom, L.L.C., 6900 East Camelback Road, Suite 1003, Scottsdale, Arizona 82251.

The Company has numerous technical personnel to handle repair & maintenance issues. Also, the Company's underlying carrier monitors its network 24 hours per day for all network potential problems.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing?

- ☒ Yes
- ☐ No

20. What telephone number(s) would a customer use to contact your company?

Dancris' Customer services toll-free phone number is 888-326-2747.

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

- ☒ Yes
- ☐ No

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

The Applicant will follow the following verification procedures. When customers are solicited through telemarketing, the required independent third party verification procedure will be used. The Applicant obtains signed letters of agency (LOAs) from customers who subscribe to its services. The letter of agency provides the Applicant with written authorization from each customer for whom a Primary Interexchange Carrier change order will be issued.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 732, 735, 755, 756, 757, 770, and 772?

- ☐ Yes
- ☐ No (If No, please provide an explanation)

Not applicable at this time.

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

- ☒ Yes
- ☐ No

FINANCIAL

Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

Please see Exhibit IV for the Company's financial information.

26. Does Applicant utilize its own equipment and/or facilities?

- ☐ Yes (if Yes, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities)
- ☒ No (If No, which facility provider(s) services does the Applicant intend to use:

Dancris will be utilizing the facilities of its underlying carriers, MCI/WorldCom, Global Crossing and Qwest.

27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

Dancris Telecom, L.L.C. intends to provide telecommunications service throughout the state of Illinois.

Dancris Telecom, L.L.C. offers a variety of switched and dedicated long distance calling products. Dancris will provide toll operator services to call aggregator locations. Service will be offered to both residential and business customers. The Applicant proposes to offer intrastate long distance services in conjunction with interstate services. Service will be provided twenty-four (24) hours per day, seven (7) days a week.

Service is provided through underlying carriers that have been selected for the best combination of quality and price. Each customer is presubscribed to the underlying carrier's network. In turn, the underlying carrier identifies the ANI of the Dancris customer and periodically sends the call detail to Dancris for billing. Dancris will bill its long distance customers via its own in-house billing system. Dancris provides a toll free number for inquiries and repair (888) 326-2747.

Dancris also offers prepaid card service. Customers pay a fixed dollar amount in advance for long distance calling. Customers must dial an access code from a touch tone phone to use the service. Cards are rated in dollars per minute. Fractional call minutes are rounded up to the nearest full minute. As calls are placed, charges for the call are deducted on a realtime basis until the full amount of the card is exhausted. Calls are limited to direct dial calls. Air to ground services, as well as calls to 500, 700, or 900 numbers are blocked. Cards are available in replenishable and non-replenishable varieties. Cards are available for use twenty-four hours a day, seven days a week.

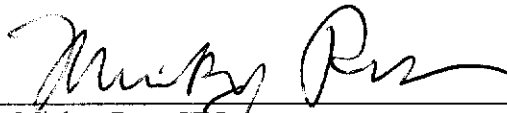
28. Will technical personnel be available at all times to assist customers with service problems?

- ☒ Yes
- ☐ No

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to:

- (a) touch dialing;
- (b) access to 9-1-1 and "0" operator dialing without use of a coin;
- (c) rules governing use of payphones by disabled persons;
- (d) ability to complete local and long-distance calls;
- (e) unlimited duration for local calls; and
- (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls?

- ☒ Yes
- ☐ No



Mickey Rao, CEO
Dancris Telecom, L.L.C.

10-30-02
Date

VERIFICATION

This application shall be verified under oath.

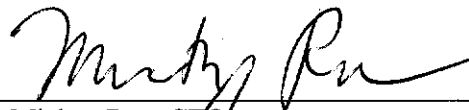
OATH

STATE OF Arizona

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COUNTY OF Maricopa

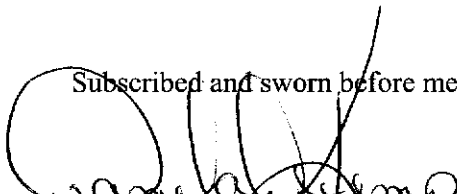
Mickey Rao, makes oath and says that he is the CEO of Dancris Telecom, L.L.C.; that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.



Mickey Rao, CEO
Dancris Telecom, L.L.C.

10-30-02
Date

Subscribed and sworn before me this 30 day of Oct, 2002.


(NOTARY PUBLIC)

My Commission expires on:

